

Business & Technology Applications Specialist

Role Summary: This is specialized work in creating, implementing and maintaining technical application solutions or applying appropriate technology to projects of a broad organizational scope (e.g., large/complex department, college, university-wide, agency wide, or statewide). Project solutions may be in the area of business, research and/or instructional applications. Employees research technological changes to determine the impact and integration with existing standards and architecture of applications. Assesses customer needs and develops technical solutions, especially as these solutions involve integration of multiple systems and applications. Typically, employees are specialists in software, tool or standard and serves as a resource to other applications development staff in the organization.

Competency	Definition
Communication	Clearly conveying verbal, non verbal (sign language, body language, gestures), or written information and ideas to individuals or groups to ensure that they understand the message. Listening and responding appropriately to messages from others.
Consulting	Providing guidance, advice and counsel to others in a particular area of expertise.
Customer Service	Developing and maintaining strong relationships with customers by listening and understanding the customer and responds to identified needs.
Organizational Awareness	Understanding the organization's mission, the function of the specific work unit and how they work with other work units to serve the customer.
Planning/Organizing	Establishing courses of action for self and others to ensure that work is completed efficiently.
Project Management	Providing oversight for a formal project that establishes a set of tasks and activities associated with an intended outcome and timeline.
Technical Support	Understands internal/external customer technologies, identifies problems and utilizes successful problem-solving techniques. Listens to customer description of symptoms and problems, analyzes, problems, and responds effectively with a resolution that may include unique or unusual problem-resolution techniques or a new design.
Teamwork	Actively participates as a member of a team to move toward the completion of goals.
Technical Solution Development	Demonstrates knowledge and skill in current developments and trends in chosen field and uses innovative solutions and/or designs as needed to achieve results; demonstrates methodical and logical approaches.

Competency	CONTRIBUTING	JOURNEY	ADVANCED
Communication	<p>Able to convey ideas on routine subjects clearly, both in writing and orally.</p> <p>Translates simple technical issues into understandable terms for non-technical users.</p> <p>Uses appropriate language and grammar when speaking or writing to others.</p>	<p>Able to convey ideas on non-routine subjects clearly.</p> <p>Uses method of communication most appropriate to situation. Adapts delivery based on appropriateness of situation.</p> <p>Translates technical issues into understandable terms for non-technical users. <i>Example:</i></p> <ul style="list-style-type: none"> • <i>Document processes for users.</i> <p>Adjusts communication style to meet the needs of the listener.</p>	<p>Translates advanced technical issues into understandable terms for non-technical users.</p> <p>Understands underlying dynamics of a situation and adapts communication accordingly.</p>
Consulting	<p>Listens to customers to identify needs or problems.</p> <p>Conveys customer needs to others involved.</p> <p>Offers suggestions to resolve problems or issues.</p> <p>Consults with lower level analysts and technicians on complex situations. May seek direction and guidance from IT Manager.</p> <p>Consults with clients regarding issues and concerns requiring the creation and/or implementation of unique or custom solution.</p>	<p>Determines customer expectations.</p> <p>Determines who should be involved in project or solution.</p> <p>Works together with customer to discuss alternative solutions.</p> <p>Works with customer to resolve issues by applying expert knowledge. <i>Example:</i></p> <ul style="list-style-type: none"> • <i>Provides guidance in application design and program requests.</i> <p>Conducts research as needed to assist customer in problem resolution.</p>	<p>Regularly provides expertise and counsel to internal/external customers (eg. Individuals, committees, boards or other governing bodies).</p> <p>Analyzes and incorporates appropriate market or industry trends and best practices in area of program specialty.</p> <p>Interprets and synthesizes data based on broad understanding of organizational impact and professional expertise.</p> <p>Understands relationships and dynamics of program areas as</p>

Competency	CONTRIBUTING	JOURNEY	ADVANCED
		<p>Identifies and uses relevant resources to collect and analyze data.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Consult with vendors on data transfers.</i> • <i>Consult with technical staff.</i> <p>Shares results of research or expertise to gain agreement on next steps.</p> <p>Consults with senior-level decision makers on an on-going basis. Collaboratively develops long-range or strategic alternatives.</p> <p>Builds support for planned outcome.</p> <p>Provides guidance to customer during implementation of program, project or service.</p> <p>Conducts evaluation of program, project or service to determine if customer needs were met.</p>	<p>they impact service delivery or project.</p> <p>Projects or forecasts trends or outcomes from review of data, knowledge of field and organizational systems impact.</p> <p>Advises senior level decision-makers on an on-going basis to develop long-range strategic goals and alternatives.</p>
Customer Service	<p>Demonstrates a customer first attitude.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> • <i>Work on assigned production call tickets.</i> <p>Establishes positive relationships with customer contacts.</p>	<p>Demonstrates a sense of ownership of problems.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Provide on-call support on a rotating basis.</i> • <i>Review problem reports and establish methods, criteria for handling.</i> • <i>Resource definition requests.</i> 	<p>Mentors peers in establishing customer relationships.</p> <p>Seeks out issues that would impact customer service before they become problems.</p> <p>Performs formal assessments of user needs and can recommend</p>

Competency	CONTRIBUTING	JOURNEY	ADVANCED
	Demonstrates a sense of urgency in dealing with customer problems.	<p>Establishes proactive relationship with customers, including providing education to client as appropriate.</p> <p>Takes on extra responsibilities to ensure customer satisfaction.</p> <p>Promotes positive customer service attitude among peers.</p> <p>Understands user needs may be met with minor modifications to existing solutions based on an on-going customer.</p> <p>Understands the customer's needs and resource availability in order to provide appropriate services to customer.</p>	<p>small scale solutions to meet customer need.</p> <p>Provides consultation on issues and requests from customers that require the implementation or creation of a custom solution.</p>
Organizational Awareness	<p>Understands basic operation of the functional unit.</p> <p>Understands the business and structure of the organization</p>	<p>Has working knowledge of the organization and relationships as they apply to solving problems.</p> <p>Understands the formal as well as informal relationships within the organization.</p>	<p>Makes referrals of appropriate services to customer based on an understanding of customer need.</p> <p>Describes menu of services to customer in technical work area.</p>
Planning & Organizing	<p>Understands objectives and priorities related to activities and tasks.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> • <i>Interacts with ITS.</i> <p>Accomplishes tasks within established timelines</p>	<p>Determines project/assignment requirements and plans work assignments for subordinates.</p> <p>Alters workload assignments to address unanticipated changes and problems.</p> <p>Uses time effectively and does not let distractions interfere with getting the job done.</p>	<p>Leads work unit in long-term or strategic planning.</p> <p>Identifies critical activities and tasks needed to complete work</p> <p>Allocates appropriate amounts of time for completing own and others' work; avoids scheduling conflicts.</p>

Competency	CONTRIBUTING	JOURNEY	ADVANCED
	<p>Regularly assists management in establishing work standards, standard processes, and reference materials.</p> <p>Monitors progress against defined parameters.</p>	<p>Sets objectives and prioritizes activities and tasks; adjusts priorities when appropriate.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <i>Interfaces with other sections as necessary to ensure production systems issues are handled effectively and efficiently.</i> <i>Stays informed on technical issues to ensure objectives are met efficiently.</i> 	
Technical Support	<p>Applies a methodical and logical approach to problem solving.</p> <p>Solves problems of moderate-to-high complexity.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> <i>Takes a pro-active approach to problem resolution and support to clients</i> <p>Serves as a resource to others for problem resolution.</p> <p>Seeks out advanced level support to assist as needed.</p> <p>Independently resolves routine problems in a specialty area. Able to troubleshoot problems by probing user for information relevant to solving problem based on standard operating procedure or script.</p>	<p>Resolves non-routine problems.</p> <p>Applies technical understanding to resolution of problems of moderate-to-high complexity.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> <i>Conducts system performance analysis.</i> <p>Spots trends in reoccurring problems and develops solutions.</p>	<p>Recommends methods of resolving problems to lower level technicians or client representatives.</p> <p>Serves as a key resource in solving complex problems for others.</p> <p>Develops solutions that address the root cause of the problem and not the symptom.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> <i>Develops custom software solutions.</i> <p>Makes suggestions for technical modifications to prevent future problems.</p> <p>Demonstrates substantial knowledge of other work specialties and has the ability to</p>

Competency	CONTRIBUTING	JOURNEY	ADVANCED
	<p>Able to perform diagnostics on assigned hardware and software.</p> <p>Able to appropriately describe information provided by customer for higher technical support, if necessary.</p>		<p>integrate this knowledge into solving highly complex problems.</p>
Project Management	<p>Manages projects of medium complexity.</p> <p>Develops project plan, manages milestones and drives project forward.</p> <p>Uses established resources (people, money, rules, materials) to accomplish project completion.</p> <p>Clarifies tasks and schedules to ensure timeframes and deadlines are met.</p> <p>Accountable for keeping project on track. Anticipates project problems and lead collaboration to avoid or manage problems.</p>	<p>Leads complex projects involving staff across specialty areas. Defines goals and scope of project.</p> <p>Identifies necessary tasks and deliverables. <i>Example:</i></p> <ul style="list-style-type: none"> • <i>Works on assigned system modifications (requirements, general design, detail design, testing plans, project schedules).</i> <p>Determines project timelines and milestones.</p> <p>Manages project by ensuring that milestones are met.</p> <p>Uses appropriate tools (software, communication, etc.) to manage project.</p> <p>Works with and manages those assigned to project team (where supervisory relationship may or may not exist).</p>	<p>Anticipates potential problems or barriers that impact project goals. <i>Example:</i></p> <ul style="list-style-type: none"> • <i>Participates in disaster recovery planning and testing.</i> <p>Collaborates with others to avoid or overcome problems or obstacles.</p> <p>Manages multiple complex projects with far reaching impact (e.g. statewide or cross divisional).</p> <p>Manages multiple complex projects at one time.</p> <p>Works within the formal and informal organizational structure to reach outcome.</p> <p>Networks with key organizational staff that influence outcomes and assist with overcoming obstacles.</p>

Competency	CONTRIBUTING	JOURNEY	ADVANCED
		<p>Periodically reviews project resources to ensure people, data, and materials are used as intended.</p> <p>Negotiates new or revised project timelines with appropriate people Evaluates success of project and reports outcomes to project stakeholders. <i>Example:</i></p> <ul style="list-style-type: none"> • <i>Consults with others on technical approaches as required.</i> <p>Analyzes unsuccessful outcomes and implications.</p>	<p>Solicits and incorporates input and support from project sponsor or champion.</p> <p>Understands at what point to involve legislature, stakeholders, sponsors, partners to ensure milestone/outcomes.</p>
Teamwork	<p>Demonstrates courtesy and respect when dealing with others in order to develop a positive working relationship.</p> <p>Participates and meaningfully contributes to developing simple solutions for team.</p> <p>Accepts responsibility for actions and does not blame others or conditions.</p> <p>Works as a team member by doing own share of work and listening to and acting on expressed needs. <i>Example:</i></p> <ul style="list-style-type: none"> • <i>Serves as back-up to other team members.</i> 	<p>Applies feedback from others to improve own performance.</p> <p>Works to make others successful.</p> <p>Accepts change and works to support changes.</p> <p>Able to constructively resolve conflict</p> <p>Solicits feedback to improve performance.</p> <p>Aware of issues that affect team performance.</p> <p>Coordinates with others to achieve agreed upon outcomes.</p>	<p>Formally or informally mentors and coaches work group.</p> <p>Proactively tries to impact issues that affect team performance.</p> <p>Seeks out others, including clients, in creative problem solving.</p> <p>Selects appropriate and best method or format for presenting information either in writing or verbally.</p>

Competency	CONTRIBUTING	JOURNEY	ADVANCED
Technical Solution Development	<p>Exhibits significant knowledge, expertise and experience in a specialty work area.</p> <p>Demonstrates knowledge of computer equipment and its capacity to be able to devise or modify procedures to solve moderate-to-complex problems.</p> <p>Demonstrates understanding of and the ability to apply the standards and terminology associated with the work specialty.</p> <p>Provides technical assistance to others in troubleshooting technical problems. May refer problems to specialty experts.</p>	<p>Exhibits significant knowledge and skill at the highest technical level: applications systems analysis and programming.</p> <p>Demonstrates detailed understanding of technical issues to design architecture for stable technologies.</p> <p>Uses knowledge of computer equipment capacity and limitations to devise or modify procedures resulting in problem resolution.</p> <p>Demonstrates an understanding of the standards, skills and practices associated with the specialty. <i>Examples:</i></p> <ul style="list-style-type: none"> • <i>Monitors transmissions from vendors.</i> • <i>Monitors web applications and server logs.</i> • <i>Supports web applications and applications server software.</i> • <i>Handles security issues.</i> <p>Understands theory behind applications systems analysis and programming and requires regular guidance to complete projects. <i>Example:</i></p> <ul style="list-style-type: none"> • <i>Conduct code review on production call tickets as</i> 	<p>Exhibits extensive technical knowledge and skill in a highly specialized area of applications systems analysis and programming.</p> <p>Demonstrates detailed understanding of technical issues to design architecture for new or emerging technologies.</p> <p>Leads highly technical, complex projects and directs technical subordinates.</p> <p>Demonstrates considerable knowledge of technical, substantive, and methodological issues and theories.</p> <p>Serves as a technical expert within the work unit; guides, directs and coaches others regarding application and interpretation of technical professional regulatory issues.</p> <p>Applies and interprets technical /professional/ regulatory knowledge to resolve unique or highly complex situations. Actions result in wide application/effect on the unit and other areas/units.</p>

Competency	CONTRIBUTING	JOURNEY	ADVANCED
		<p><i>requested by team members.</i></p> <p>Applies and interprets technical professional regulatory knowledge to complete standard or non standard tasks.</p> <p>Solves unusual problems that require the application of non-standardized and changing data and transactions to determine the best course(s) of action.</p>	<p>Performs a large number of varying and broad functionally diverse assignments that require in-depth analysis and problem solving that uses undefined data sources and weighs impact on the client and the organization.</p> <p>Develops work concepts, policies, and procedures using broad, non-specific administrative guidelines, methods, and procedures.</p> <p>Has a thorough and extensive understanding of programs, concepts, and practices in a major field as well as a general understanding of one or more different work fields.</p>

Minimum Training and Experience:

Graduation from a four-year college or university with nine semester hours in programming and three years of experience in business applications consulting or development. Experience in the field of work related to the position's role may be substituted on a year-for-year basis.